



## **Privacy Policy**

At Scan Alarms the privacy of your information is very important to us. This Privacy Policy aims to provide you with information on how we collect, store and use your personal information.

### **About Scan Alarms:**

Scan Alarms are an independently run local Company, with Offices at 52 Trench Road, Mallusk, Newtownabbey, BT36 4TY, who are now part of the Secom PLC Group. The Secom Plc GDPR policy can be found on their website [www.secom.plc.uk](http://www.secom.plc.uk).

### **1. Information & Personal Data that we collect:**

As we are primarily a Service provider, most of the data we collect is provided by you, when you:

- Contact us by e-mail, telephone or in writing, to either our Sales or Service Departments
- Enter into a Contract, with us, to receive products or services we supply
- Complete surveys or other communications we may offer
- Fill in forms via our Website [www.scanalarms.co.uk](http://www.scanalarms.co.uk)

The data we may collect from you includes:

**Identity & Contact Data:** Contact information such as: Name & Surname, Date of Birth, Full postal address, business and/or private e-mail addresses, telephone numbers.

**Billing & Payment Data:** Bank details, Credit or Debit Card details, Billing address

**Applications for employment:** Name, Address, e-mail address for correspondence, Health declaration

Calls to our Office are recorded for Training and Monitoring purposes.

### **2. How we Store Your Personal Data:**

All personal data collected by us is stored on our Secure Servers, which are protected by industry standard security and firewall systems, within the European Economic Area (EEA). We also backup information to a secure site in another region of the EEA.

### **3. How We Use Your Personal Data:**

Where data is submitted by you, either manually or electronically, this means that consent has been given for Scan Alarms to process it, but only in the following way;

- In the context of Scan Alarms legitimate business activities
- For the provisions or offer of products and services as requested and agreed
- To deliver and fulfil your contract obligations
- To create customer files
- For financial documents such as invoices, credit notes etc..
- For tax and payroll purposes
- If compelled by a Court of Law
- To help improve our customer support in the way of communications and marketing, where you have consented to receive such material
- For running and managing processes involved in the offer of employment

### **4. How We Share Your Personal Data:**

Scan Alarms performs several functions to provide the best quality service. In some cases, data may be shared based on business, legal and contractual agreement. Our reason for the sharing of data varies from marketing to background checks. We ensure that all data held and processed by Scan Alarms is only accessed by employees and approved 3rd party suppliers. Outlined below are the categories of whom Scan Alarms may share personal data with and our legitimate reason for sharing.

#### **Recipients/Categories**

*Data Centre*  
*Marketing & Sales Force*  
*Government*  
*Courts*  
*Finance, Auditors, Credit Control and Advisors*  
*Employees*  
*Alarm Receiving Centre*  
*Engineers and Subcontractors*  
  
*Credit Referencing/ DBS*  
*Employees – Compliance*

#### **Purpose**

*Daily backup*  
*Providing products and services updates*  
*Tax office*  
*Compelled to comply with request*  
*Audits*  
*Accessing accounts to assist with queries*  
*Provision of contractual agreement*  
*Service and product installation & continuous routine maintenance checks*  
*Staff Vetting/Security Checks*  
*Invoice payments and personnel files*

## **5. Legal Basis for Processing Personal Data:**

<b>Data Collected</b>	<b>Scan Alarms will use this personal data for the following purposes:</b>	<b>Legal Grounds for Scan Alarms collection and use of your personal data</b>
<i>Name, Address, DOB, Phone No, e-mail address</i>	Obtaining and using the information for contacting prospective customers, complaints, feedback and service ratings.	Legitimate interest for Scan Alarms to provide quotes, assist and respond to customer feedback/experience
<i>Name, Address, DOB, Phone No, e-mail address</i>	Obtaining customer information to process system before scanning on to Scan Alarms business management system.	This use, including the collection of the personal data needed to do it, is necessary for our legitimate interest to sustain the partnership with you/the company
<i>Name, Address, DOB, Phone No, e-mail address</i>	Running and managing regulatory obligations where Scan Alarms will use your data to provide government officials and courts.	It is Scan Alarms' legal obligation to provide evidence of record.
<i>Name, Address, DOB, Phone No, e-mail address</i>	Invoices and statements containing personal data to trade.	The purposes of obtaining and processing invoices/statements, is in Scan Alarms' legitimate interest as well as fulfilling our contractual and legal obligation to retain and use the personal information.
<i>Name, Address, DOB, Phone No, e-mail address</i>	To provide you with marketing communications, where you have opted in to receive such communications (including information about us, our products, solutions and services). These can be shared electronically, by telephone and by post.	This use, including the collection of the personal data needed to do it, is necessary for the purpose of our legitimate interest to market, promote and demonstrate our business, products and services, and any other information.
<i>Name, Address, DOB, Phone No, e-mail address</i>	To do other things that you have explicitly asked us to do, for example if you chose to opt in to one or more specific activities that we offer.	If you have opted in to a specific activity that we offer, this use, including the collection of the personal data needed to do it, is necessary for the performance of the contract we have with you/the company – that is, our obligation to provide to you or enable you to take part in the offered activity
<i>Application for employment, Health statement</i>	Running and managing the pre-employment process; dependant on the role of the job, health status will be requested.	Legitimate interest and legal obligation

## **6. Data Retention:**

For purposes of the General Data Protection Regulations (GDPR), Scan Alarms is the “Data Controller”.

Scan Alarms will only retain Personal Data for as long as necessary to, fulfil and provide the services and products you have requested, and to comply with any legal obligations.

Due to the different types of Data, the retention periods can vary significantly. For more information on retention periods please contact us.

## **7. Data Security:**

Scan Alarms is committed to the security of your personal data held by us. All electronic data is held on secure, password protected systems, which have limited access, and our files are kept in securely locked filing cabinets within our access controlled office building.

## **8. Website Security:**

To use all features and functions available on the Website, you may be required to submit certain Data.

### **Cookies:**

Our Website may place and access certain Cookies on your computer, Scan Alarms uses Cookies to improve your experience of using the Website and to improve our range of services. Scan Alarms has taken these steps to ensure that your privacy is protected and respected at all times.

All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

Before the Website places Cookies on your computer, you will be presented with a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling Scan Alarms to provide a better experience and service to you.

This Website may place the following Cookies:

<b>Type of Cookie</b>	<b>Purpose</b>
<i>Strictly necessary cookies</i>	These cookies are essential in order for you to move around the website and use its features, for example such as accessing secure areas of the website.
<i>Analytical/performance cookies</i>	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

*Functionality cookies*

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

*Targeting cookies*

These cookies record your visit to our website, the pages you have visited and the links you have followed. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third-party advertisers.

You may, if you wish, deny consent to the placing of Cookies by changing the settings of your Internet Browser; however certain features of the Website may not function fully or as intended.

We endeavour to do our best to protect your personal Data. However, transmission of information over the internet is not entirely secure, and is done at your own risk. We cannot ensure the security of your Data transmitted to the Website.

## **9. Your Legal Rights and Other Information:**

### **Subject Access Request**

You have the right to ask for a copy of any of your personal Data held by Scan Alarms as a Subject Access Request (SAR). All requests must be in writing and addressed to the 'Data Controller', the request may include but not limited to;

- Alarm Handling Information
- Copies of emails and letters
- Statements
- CCTV footage
- Call recordings
- DBS Report

Scan Alarms will aim to acknowledge any Subject Access Request within 48hrs of receipt and complete the process within 30 days. In some cases, processing a SAR may take longer, and it is Scan Alarms' duty to keep you informed.

This is a non-chargeable request; however, Scan Alarms has the rights to charge a 'reasonable fee' when a request is manifestly unfounded, excessive or repetitive.

## Right to be Forgotten

Scan Alarms Staff, Customers, Suppliers, Website Users shall have the right to obtain from the Data Protection Controller to delete personal data concerning them without undue delay.

It is the controller's obligation to erase personal data without undue delay where one of the following grounds applies:

- a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- b) the individual withdraws consent on which the processing is based according to **Article 6 GDPR (1)** or **Article 9 GDPR (2)**, and where there is no other legal ground for the processing;
- c) the data subject objects to the processing pursuant to **Article 21 GDPR (1)** and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to **Article 21 GDPR (2)**
- d) the personal data has been unlawfully processed;
- e) the personal data must be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;
- f) the personal data have been collected in relation to the offer of information society services referred to in **Article 8 GDPR (1)**

Where the Controller has made the personal data public and is obliged pursuant to section 32 to erase the personal data, the controller, taking account of available technology and the cost of implementation, shall take reasonable steps, including technical measures, to inform relevant data controllers which are processing the personal data that the individual has requested for deletion.

The above will not apply to the extent that processing is necessary:

- a) for exercising the right of freedom of expression and information;
- b) for compliance with a legal obligation which requires processing by a Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- c) for reasons of public interest around public health in accordance with points (h) and (i) of **Article 9 GDPR (2) and (3)**;
- d) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with **Article 89 GDPR (1)** in so far as the right referred to in paragraph 1 is likely to render impossible or seriously impair the achievement of the objectives of that processing; or
- e) for the establishment, exercise or defence of legal claims.

## General

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

## **10. To Contact Us:**

Any Privacy concerns, questions or complaints, can be sent to the Compliance Manager by the following:

e-mail: [info@scanalarms.co.uk](mailto:info@scanalarms.co.uk)

Telephone: 02890 342233

Post: Scan Alarms & Security Systems (UK) Ltd, 52 Trench Road, Mallusk, Newtownabbey, BT36 4TY

We will respond to requests within 30 days.

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